

# MATTINGLY, STANGER & MALUR, P.C.

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PATENT, TRADEMARK  
AND COPYRIGHT LAW  
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Date: February 5, 2001

Attorney Docket No. NIP-216

To: Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir: Transmitted herewith for filing is the patent application of:

Inventor: T. HORIE et al (SEE ATTACHED)

For:  
ANSWER SYSTEM FOR TECHNICAL SUPPORT,  
AND TECHNICAL SUPPORT METHOD

Enclosed are:



16 Sheets of Drawings



This application is being filed without an executed Declaration.



Priority is claimed from Japanese Application No. 2000-038031  
filed February 9, 2000.

☒ A certified copy is attached herewith.



Copies of the disclosure documents listed on the attached PTO 1449 form and

☒ discussed in the specification or ☒ attached Information Disclosure Statement.



A verified statement to establish small entity status under 37 CFR 1.9 and 1.27.



Specification: Abstract ☒, Description 39 pages; and 21 claim(s).



Preliminary Amendment.



Executed Declaration.

The filing fee is calculated as shown below:

Small Entity

Large Entity

For:	No. Filed	No. Extra
Basic Fee		
Total Claims	21 - 20 =	* 1
Indep Claims	3 - 3 =	* 0
<input type="checkbox"/> Multiple Dependent Claim (s)		

\* If difference is less than zero  
then enter '0' in second column

Rate	Fee
	\$ 355
x 9	\$
x 40	\$
+ 135	\$
Total	\$

OR

Rate	Fee
	\$ 710
x 18	\$ 18
x 80	\$ 0
+ 270	\$ 0
Total	\$ 728



A check in the amount of \$ 728.00 is enclosed for the filing fee.



The Commissioner is hereby authorized to charge any additional fees that may be required to  
Deposit Account No. 50-1417.

Respectfully Submitted,

By:

John R. Mattingly

Registration No. 30,293

JC972 U.S. PTO  
09/775575  
02/05/01

JC803 U.S. PTO  
02/05/01

09775575, 020501